

# APPENDIX A

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## DESCRIPTION OF AGENCY PLANNING PROCESS

### Internal/External Assessment and Issue Identification

In developing its *Strategic Plan*, Board and agency staff needed to identify and analyze those trends and resulting issues expected to have the most significant impact on the profession and regulation of pharmacy over the next five years. In 1986, 1990, 1998, and 1999/2000, the agency conducted research into these areas utilizing a contracted consultant-facilitator, working with the Board and agency staff.

This Strategic Plan has been the product of:

- overall review of the current *Strategic Plan* by the Board Members and agency staff (Internal Assessment) with a significant amount of input provided as to changes, issues, and updates that need to be addressed; and
- comments received from board customers in response to a letter sent to:
  - the Deans of the Texas colleges of pharmacy;
  - the Executive Directors of the Texas pharmacy professional organizations;
  - the Executive Directors of five of the largest national pharmacy professional organizations;
  - the Executive Director of the National Association of Boards of Pharmacy;
  - the Executive Director of the Pharmacy Technician Certification Board;
  - the Executive Directors of five Texas consumer advocacy groups;
  - the Texas Commissioner of Health; and
  - the Executive Directors of three health regulatory agencies.

A list of the individuals receiving an invitation for input and whether they responded is found in this Appendix.

The questions asked in the External Assessment were the following:

- As the agency updates its *Strategic Plan*, what are the issues in general, but specifically in health care, that will affect the practice of Pharmacy and the regulation of the practice, about which the agency should be concerned?
- How will any of these issues affect the agency's ability to carry out its mission?
- Which of these issues poses the greatest challenge for the agency in its ability to respond, and why?
- How should the agency attempt to respond to these issues and challenges?
- What do you see as the greatest area of opportunity for the agency?
- What can this board do to establish or maintain a position of strength for both the profession and the agency?

Resulting issues to be addressed by the *Strategic Plan* were identified as:

- The Changing Focus of Pharmacy Practice;
- Increased Use of Technology in the Practice of Pharmacy;
- Pharmacy Personnel and Working Conditions; and
- To Maintain the Agency's Leadership Position in Pharmacy Practice Regulation and Establish a Key Leadership Position for Addressing Public Needs.

The Board Members worked with staff to develop these Issue Statements and approved the final *Strategic Plan* at the May 2004 Board Business Meeting.

Request List for Comments on the Agency Strategic Plan	
Name/Address	Response Received
<b>COLLEGES OF PHARMACY</b>	
Sunny E. Ohia, Ph.D., Dean College of Pharmacy The University of Houston 4800 Calhoun, SR-2.141 Houston, TX 77204	yes
Barbara Hayes, R.Ph., Ph.D., Dean College of Pharmacy and Health Sciences Texas Southern University 3100 Cleburne Ave. Houston, TX 77004	
Steven Leslie, Ph.D., Dean College of Pharmacy The University of Texas at Austin Austin, TX 78712	yes
Arthur Nelson, Jr., Ph.D., Dean School of Pharmacy Texas Tech University Health Science Center at Amarillo 1300 Coulter Dr. Amarillo, TX 79106	yes
<b>CONSUMER GROUPS</b>	
Reggie James, Director Texas Consumers Union 1300 Guadalupe, St., Ste. 100 Austin, TX 78701	
Luis Wilmot State Director American Association of Retired Persons 98 San Jacinto, St., Ste. 750 Austin, TX 78701	
Suzy Woodford, Executive Director Common Cause Texas 1615 Guadalupe, St., Ste. 204 Austin, TX 78701	
Tom "Smitty" Smith, Director Public Citizen Texas 1002 West Avenue Austin, TX 78701	
Charlotte Flynn Gray Panthers 3710 Cedar Street Box 15 Room 223 Austin, TX 78705	
<b>NATIONAL PHARMACY ORGANIZATIONS</b>	

Request List for Comments on the Agency Strategic Plan	
Name/Address	Response Received
John A. Gans, Pharm.D., Executive Vice President American Pharmaceutical Association 2215 Constitution Avenue, NW Washington, DC 20037	
Henri Manasse, Jr., P.D., Executive Vice President American Society of Health-System Pharmacists 7272 Wisconsin Avenue Bethesda, MD 20814	
Craig Fuller President & CEO National Association of Chain Drug Stores P.O. Box 1417-D49 Alexandria, VA 22313-1480	
Carmen A. Catizone, R.Ph. National Association of Boards of Pharmacy 700 Busse Highway Park Ridge, IL 60068	
Joe Smith, P.D. President National Community Pharmacists Association 205 Daingerfield Road Alexandria, VA 22314	
Melissa M. Murer, R.Ph. Pharmacy Technician Certification Board 2215 Constitution Avenue NW Washington, DC 20037-2985	
Judith A. Cahill Executive Director Academy of Managed Care Pharmacy 100 North Pitt Street #400 Alexandria, VA 22314-3134	

Request List for Comments on the Agency Strategic Plan	
Name/Address	Response Received
<b>TEXAS PHARMACY ORGANIZATIONS</b>	
Jennifer Fix, R.Ph. President Texas Pharmacy Association Medicine Shoppe 250 Diamond Lane N Burleson, TX 76028	
David D. Allen, R.Ph., President Texas Society of Health-System Pharmacists 59 St. Andrews Drive Amarillo, TX 79124	
Jim Cousineau, R.Ph. Texas Federation of Drug Stores 504 W. 12th St. Austin, TX 78701	
<b>STATE PUBLIC HEALTH OFFICIALS</b>	
Edwardo J. Sanchez, M.D. Commissioner Texas Department of Health 1100 West 49th Street Austin, TX 78756	yes
Kathy Thomas, R.N. Executive Director Texas State Board of Nurse Examiners 333 Guadalupe St., Ste 3-460 Austin, TX 78701	
Donald W. Patrick, M.D., J.D. Executive Director Texas State Board of Medical Examiners 333 Guadalupe St., Ste. 3-610 Austin, TX 78701	